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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent No.: 6,857,020

Issue Date: February 15, 2005

Application No.: 09/716,862

Applicant(s): Chaar et al.

Filed: November 20, 2000

Title: Apparatus, system, and Method for Managing Quality of Service-Assured E-Business Service Systems

Attorney Docket No.: YOR920000814US1

Customer No.: 29,683

Attention: Certificate of Correction Branch  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**Certificate**  
MAR 10 2005  
**of Correction**

Request For Certificate of Correction  
(Office Mistake)  
35 U.S.C. §254 (37 C.F.R. §1.322)

Sir:

This is a request for a Certificate of Correction (MPEP 1480) in regard to the above-identified patent. Attached is a Form PTO-1050. The mistake(s), incurred through the fault of the Patent and Trademark Office, is clearly disclosed by the records of the Office as indicated by the following description:

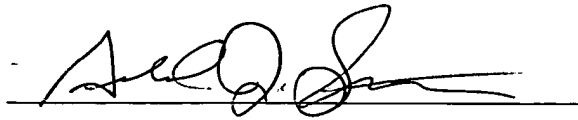
In Claim 19: Column 15, line 21, "determines" should be deleted and --determining-- should be inserted, as indicated in the claims of the amendment filed June 18, 2004.

In Claim 20: Column 16, line 6, "level agreement" should be, as indicated in the claims of the amendment filed June 18, 2004.

MAR 14 2005

The Office is requested to issue a Certificate of Correction.

Respectfully submitted,



Gerald J. Stanton (Reg. No. 46,008)

Mar 4, 2005

Date

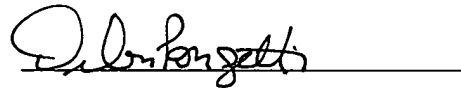
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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail on the date shown below in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

March 4, 2005

Date



# UNITED STATES PATENT AND TRADEMARK OFFICE

## CERTIFICATE OF CORRECTION

PATENT NO : 6,857,020

DATED : February 15, 2005

INVENTOR(S) : Chaar et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In column 15, Claim 19, line 21, delete "determines" and replace with --determining--.

In column 16, Claim 20, line 6, delete "level agreement".

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PATENT NO. 6,857,020

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